



বঙ্গবন্ধু শেখ মুজিব মেডিক্যাল বিশ্ববিদ্যালয়
Bangabandhu Sheikh Mujib Medical University
শাহবাগ, ঢাকা-১০০০।



REQUEST FOR EXPRESSIONS OF INTEREST (EOI)

SELECTION OF A FIRM FOR DEVELOPING 'INTEGRATED HOSPITAL MANGEMENT & SERVICE DELIVERY SYSTEM' FOR BANGABANDHU SHEIKH MUJIB MEDICAL UNIVERSITY (BSMMU)

GOVERNMENT OF THE PEOPLE'S REPUBLIC OF BANGLADESH		
1	Ministry/Division	Ministry of Health & Family Welfare
2	Agency	Bangabandhu Sheikh Mujib Medical University, Shahbagh, Dhaka-1000.
3	Procuring Entity Name	Prof. Dr. Muhammad Rafiqul Alam Project Director & Pro-VC (Administration) Bangabandhu Sheikh Mujib Medical University.
4	Procuring Entity Code	Not used at present
5	Procuring Entity District	Dhaka
6	Expressions of Interest for Selection of	A Firm for Developing 'INTEGRATED HOSPITAL MANGEMENT & SERVICE DELIVERY SYSTEM FOR BANGABANDHU SHEIKH MUJIB MEDICAL UNIVERSITY'.
7	Eoi Ref No	BSMMU/2020/8191
8	Date	10.09.2020
KEY INFORMATION		
9	Procurement Sub Method	Quality and Cost Based Selection (QCBS)
FUNDING INFORMATION		
10	Budget and Source of Funds	BSMMU Own Fund
11	Development Partners (if applicable)	N/A
PARTICULAR INFORMATION		
12	Project / Programme Code (if applicable)	N/A
13	Project / Programme Name (if applicable)	N/A
14	Eoi Closing Date and Time	Expression of interest shall be submitted 11:30 am (BST) on 05/10/2020 in sealed envelope delivered to the Pro-VC(Administration) of the Bangabandhu Sheikh Mujib Medical University and be clearly marked 'Expression of Interest for Selection of a Firm for Developing 'INTEGRATED HOSPITAL MANGEMENT & SERVICE DELIVERY SYSTEM FOR BANGABANDHU SHEIKH MUJIB MEDICAL UNIVERSITY'.
Information for Applicant		
15	Brief Description of the Assignment	<p>To enhance service delivery efficiency to the ultimate beneficiaries and service recipients by optimum and effective use of updated ICT for entire Hospital activities, functions, all kinds of service delivery management, and digitalization initiative has been taken titled 'INTEGRATED HOSPITAL MANGEMENT & SERVICE DELIVERY SYSTEM'. This digitalization initiative of BSMMU will required to be complied with the global standard on ICT based solutions for Hospital Management and Patient service delivery.</p> <p>The scope of the hospital management and service delivery platform can be divided into 2 (Two) Parts as per the priorities and decision of BSMMU. Part-1 may cover the service delivery centric components and modules of the integrated service delivery platform and Part-2 may cover the components and modules related to internal process automation of BSMMU. The scope of this "Expression of Interest" will cover both the part i.e. 1 & 2. BSMMU will reserve the right to divide the scopes in more parts or merge the parts based on their priority and preference of development and deployment.</p> <p>The following components and modules may be considered as primary scope for the proposed software solutions for your reference but not limited to:</p> <p>Primary Scope of Part-1 (Service delivery components as Hospital Management)</p> <p>OPD Management System</p> <ol style="list-style-type: none">1. Information & Registration Management2. Queue Management3. Appointment Management4. Consultation Service Management5. e-Prescription Management6. Certificate Management <p>IPD Management System</p> <ol style="list-style-type: none">7. Indoor Service Management8. Patient Admission Management9. Patient Discharge Management10. Patient Transfer Management11. Bed & Ward Management12. Dietary & Catering Service Management13. One Stop Information Service Management14. HIA – Health Information Assistant (AI Based)15. Billing & Payment Management



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		<ol style="list-style-type: none">16. Casualty & Emergency Management17. Laboratory Management18. Radiology & Imaging Management19. Blood Bank Management20. Duty Roster Management21. Drugs & Pharmacy Management22. Operation Theatre Management23. Intensive Care Unit Management24. Nurses Station & Activity Management25. Medicine & Pediatrics Care Management26. Central Sterilization & Supply Management27. Surgery & Dentistry Care Management28. Morgue Management29. Laundry, Linen & Housekeeping Management30. Reagents & Consumables Management31. Access Control & Attendance Management32. Complaint & Help Support Management33. Shared Health Records and Archive Management System34. API & Integration Management <p>Primary Scope of Part-2 (Internal Process Automation)</p> <ol style="list-style-type: none">35. Payroll & HR Management36. Financial Accounts & Budget Management37. Inventory Management38. Asset Management39. Procurement Management40. Ambulances Service Management41. Fuel information & Slip Management42. Projects & Activity Management43. Management Information System (MIS)44. Vehicle Management45. Picture Archiving and Communication (PACS)46. Devices and Instruments Management47. Parking Space Management48. Records and Archive Management <p>Please note that, scope of work in this project is mentioned above in part 1 and 2. This components may be changed in ToR or requirement analysis and defining phase of development. The proposed systems/solutions should be standard enough in technological, service delivery, accessible, affordable, interoperable, scalable, sustainable, flexible and operational management aspects.</p>
16	<i>Experiences, Resources & Delivery Capacity Requires</i>	<p>The bidder must prove that they have solid technical background and operational strength to undertake and take this work forward without any hindrance. Applicant must also have adequate technical ability, resources and processes. As such, following are defined as minimum eligibility criteria: (Documents must be submitted in the following order)</p> <ol style="list-style-type: none">1. Must have valid Trade License of at least 10 (Ten) years.2. Must be registered with RJSC (Applicable for Joint Stock Company & Firm).3. Must have experience in design, development and implementation of minimum 10 (ten) software projects in the field of web-based software/e-government/ERP/digitalization related application. Among the projects, at least 02 (two) software implemented projects within last 3 years, should be related to as a complete integrated and interoperable solution Hospital Management & Patient Service delivery with full cycle automation and implementation (with minimum 01 (One) live operation).4. Must have experience in full cycle automation of ERP design, development & implementation in 02 (two) organizations.5. Working experience of minimum 03(three) years of products supply and implementation in 01 (one) hospital for PACS will be preferred.6. In case of JV (Joint Venture) any one of the consortiums must meet all the above mentioned required experience (number: 3, 4, 5).7. Should have 60 (Sixty) full time ICT personnel in company payroll related to system analysis, design, development, integration, testing, QC, training and implementation of web and mobile based applications/ software solutions. In case of JV (Joint Venture) combined ICT HR will be considered.8. Authorized Audit report of the previous 03 (Three) years.9. The minimum amount of Liquid asset of the firm shall be Tk. 04 (Four) Crore (Certificate for proving available liquid asset must be issued 03 (Three) Months from the date of tender submission). In case of JV (Joint Venture) strength of combined liquid assets will be considered.10. Must have BASIS Membership (Updated).11. CMMI-3 is preferable.12. The company having proven experiences of working with ICD-10, HL7, IHE, ISBT128, JCIA, CAP, HIMSS Stage 7 etc. are preferable.



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		<p>13. Documents demonstrating the management and operational capacity of the firm / joint venture (Brochures, Company Profile and other documents describing company expertise, strength and experience, core functions, products and services, similar assignments or project experience, availability of relevant professional staff and experience among applicant's staff/resources to carry out this assignment.</p> <p>14. The firms may associate to enhance their qualification in the form of a 'joint-venture' (JV). Association with foreign company is allowed. To form a strong association combining all required strength, experience and expertise, Joint Venture is preferable for this EoI application. All members of such an association will be individually liable for pre-determined real and well-defined inputs to the assignment. The maximum no. of members in the association is limited to three (3). The firms must declare one firm in this association as the 'Lead Firm' (lead firm & member firm jointly must need to fulfill all the requirements of EoI). In case of JV (Joint Venture) all above mentioned capabilities, expertise and experiences can be considered as combined strength but that should be mentioned precisely.</p> <p>Bangabandhu Sheikh Mujib Medical University now invites eligible applicants to indicate the interest in providing the services. Interested firms/ joint-ventures (JV) firms are invited to provide information indicating that they are qualified to perform the services. This shall require substantiation through submission of brochures and other documents describing similar assignments, experience availability of appropriate professional qualification and experience among applicant's staff, resources to carry out the assignment, financial logistical capability, etc.</p> <p>A shortlist of firms/JVs will be prepared upon evaluation of EOIs of the eligible applicants and 'Request for Proposal' document will be issued in their favor. A firm/JV will be selected using the Quality and Cost Based Selection (QCBS) method. Interested Applicants may obtain further information by</p>
17	Submission of EOI:	<ol style="list-style-type: none">1. Application for Expression of Interest (EOI).2. Up-to-date and valid Trade License, TIN and VAT Registration Certificate.3. Updated Income Tax Clearance Certificate.4. Constitutional documents of the firm(s)/ JVs.5. Company brochure/ profile covering company expertise, strength and experience.6. Original copies of liquid asset information issued by concern authority.7. Copy of valid RJSC Incorporation Certificate.8. Last 03 (Three) Years of authorized audited financial reports of the firm(s).9. Project completion certificates for 10 (Ten) software projects including 02 (Two) project related to Hospital Management & Patient Service Delivery Solution with full cycle automation and implementation.10. List of ICT personnel including their Name, Designation, Mobile no., Email, Project experience and role, Academic background and Expertise, Joining Date, Year of total job Experience.11. Association Membership certificates are preferable, but BASIS membership certificate is a must here.
18	Phasing of Services	Not Applicable
PROCURING ENTITY DETAILS		
19	Name of Official Inviting EOI	Prof. Dr. Muhammad Rafiqul Alam
20	Designation of Official Inviting EOI	Project Director & Pro-VC (Administration) Bangabandhu Sheikh Mujib Medical University.
21	Address of Official Inviting EOI	Room-116, Block-B, BSMMU, Shahbag, Dhaka-1000.
22	Contact details of Official Inviting EOI	Phone: 88-02-9673775 Fax: 88-02-55165603 Email: provc_admin@bsmmu.edu.bd
23	The procuring entity reserves the right to accept or reject all EOIs	

(Prof. Dr. Muhammad Rafiqul Alam)

Project Director & Pro-VC (Administration)

Bangabandhu Sheikh Mujib Medical University, Shahbag, Dhaka-1000.